



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ANIMAL SERVICES REPRESENTATIVE
SENIOR ANIMAL SERVICES REPRESENTATIVE

Class No. 005704
Class No. 005705

■ CLASSIFICATION PURPOSE

Perform specialized clerical and customer service duties at the animal shelter and assist the public in obtaining information regarding animal control laws, regulations, licensing rabies control, animal adoptions, and other shelter services provided by the Department of Animal Services, and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

These classifications are allocated only to the Department of Animal Services. They are distinguished from other clerical classes by their responsibility for providing specialized assistance as it relates to animal care and animal control services provided to county residents.

Animal Services Representative:

This is the journey-level in this class series. Under general supervision, this class is responsible for informing county residents of the laws, rules, and regulations regarding animals and the various services provided by the department. This class is distinguished from the Senior Animal Services Representative in that the latter is a first-line supervisor responsible for dealing with more complex/sensitive issues.

Senior Animal Services Representative:

This is the lead level in this class series. Under general supervision, this class is responsible for providing technical guidance and leadership to the Animal Services Representatives.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Animal Services Representative

Essential Functions:

1. Welcomes customers, determines reason for visits, and directs customers appropriately.
2. Assists customers in resolving animal related issues (i.e. impounds, relinquishments, euthanasia, adoptions, license renewals, new license sales, trap rentals etc.).
3. Schedules animals for spay/neuter outsourcing.
4. Responds to high volume of telephone calls utilizing an Automated Call Director (ACD) system.
5. Responds to irate, difficult, and distressed callers, customers, or individuals who have been convicted or are charged with criminal offenses, and elevates calls/inquiries to supervisor when appropriate.
6. Provides clerical support at weekend rabies clinics.
7. Acts as cashier, i.e. processes cash, check and credit card transactions; reconciles work at the end of the business day; prepares deposit permit and any shortage and/or overage forms that may be needed; ensures that the office has appropriate types of currency at all times, that cash drawers are prepared for the day's work.
8. Completes bite reports and processes appropriately depending on jurisdiction;
9. Generates owner billings.

10. Processes adoptions.
11. Collects and disseminates information on lost and/or found animals and updates the log books.
12. Arranges transfer of out-of-jurisdiction animals.
13. Prepares mail for keying by opening, screening, and coding; prints, processes, and mails license certifications, renewals, delinquents and tags.
14. Assembles animal care packets and cat carriers.
15. Reconciles One-Stop veterinary logs.
16. Provides training for vet clinics in One-Stop Licensing processes.
17. Operates a vehicle to deliver and pick up materials from other locations and County offices.
18. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Senior Animal Services Representative

Essential Functions:

All the functions listed above and

1. Supervises, trains, assigns work, and evaluates work performance of staff.
2. Responds to voice mail and e-mail inquiries.
3. Attends meetings.
4. Participates in the hiring interviews for clerical staff.
5. Reconciles phone and computer problems with the help desk.
6. Interacts with technicians and analysts to keep systems operational.
7. Reconciles and balances petty cash transactions.
8. Provides back-up services for other Senior Animal Services Representatives and Principal Clerks.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to both classes:

- State and County animal control regulations, laws, policies, and procedures.
- County customer service objectives and strategies.
- Alphabetic, numeric, subject, and chronological indexing and filing rules and systems.
- Arithmetic and business math.
- Modern clerical, office and record-keeping procedures.
- Standard office equipment uses and features.
- Telephone, office, and online etiquette.

Senior Animal Services Representative (in addition to above):

- Basic principles of supervision.
- County supervisory policies, procedures, and techniques including progressive discipline, performance reports, and counseling of employees.

Skills and Abilities to:

The following apply to both classes:

- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.

- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Deal with frequent interruptions and perform multiple tasks.
- Reconcile and balance cash, check, and credit card transactions and deposits.
- Input data into a computerized database.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Animal Services Representative

1. Two (2) years of full-time experience in a high volume customer service environment equivalent to an Intermediate Clerk with the County of San Diego's Department of Animal Services .

Senior Animal Services Representative

1. Two (2) years of full-time experience as an Animal Services Representative with the County of San Diego; OR,
2. Three (3) years full-time experience working in a high volume customer service environment equivalent to an Intermediate Clerk with the County of San Diego's Department of Animal Services , one (1) year of which must have been performing at a lead level of responsibility.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Subject to evening and weekend work. On a daily basis, incumbents deal with high volume of individuals, including irate/emotional customers or individuals who have been convicted or are charged with criminal offenses. Peripheral contact and knowledge of sick, injured and deceased animals, as well as the euthanasia of animals.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: August 10, 2001
Retitled: May 12, 2003
Reviewed: Spring 2004

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Union Code: CL
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Variable Entry: Y
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